



# Job Opportunity

## State Controller's Office

**Position:** Staff Services Analyst (General)

Statewide

**Location:** Division of Collections  
3301 C Street, Suite 712, Sacramento, CA 95816

**Issue Date:** January 31, 2006

**Final Filing Date:** Until Filled

**Contact/Telephone:**

Maria Martinez, (916) 327-9469

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

\* Free Parking Provided

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-550-5157-XXX  
Ref 0127.CSU1.ECP

*Please call (916)323-3055 to request reasonable accommodations*

**Scope of the Position:**

With general supervision provided by the Manager of the Claims Evaluation Section of Consumer Services Unit, Bureau of Unclaimed Property, the incumbent is responsible for acting as a functionary of management providing analytical and consultative support relating to the Unclaimed Property Program. The incumbent will develop reports and/or operational analysis of average complexity regarding program efficiencies, and assist in the development and monitoring of new processes designed to improve customer service responses and/or program flexibility to meet the needs of the bureau. Specific duties include, but are not limited to the following:

**Duties and Responsibilities:**

*Candidates must perform the following essential functions with or without reasonable accommodations*

- Assist in the development of processes and software tools to support program operations;
- Compile and evaluate production and workload information using appropriate software;
- Provide analytical support to management by assisting in future workloads assessments and recommend modifications to improve time lines;
- Assist management in the development of new program processes or procedures for the evaluation of claims, based on quality assurance and program evaluation results;
- Assist in the development of outlined processes, write procedures, and update manuals to reflect current statutes, regulations, policies, and practices;
- Assist in coordinating and monitoring the operations of the Specialized Claim Unit, including assisting with program evaluations and efficiency studies of current methods of operation and potential cost savings and value-added opportunities for business processes within the Unit;
- Provide analytical support to the Bureau in leading teams in the development and implementation of policies and procedures based on quality assurance and program evaluation results;



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



- Prepare and present reports and correspondence documenting observations, factual data, alternatives, and conclusions in response to program-related issues;
- As a team or work group member, represent the Bureau having divisional, departmental and/or statewide impact on the Unclaimed Property Program.

***Applications will be screened and only the most qualified will be interviewed***

### **How to Apply:**

**All hires will be subject to a background check.**

**For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.**

Please submit a STD. 678 State Application and Résumé to:

**State Controller's Office**

Division of Collections

3301 C Street, Suite 712

Sacramento, CA 95816

Attn: Maria Martinez

Reference Number 0127.CSU1.ECP, 051-550-5157-XXX (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).